

ABSTRACT  
QUALITY ASSESMENT TOOL

5 This invention relates to a non-intrusive speech quality  
assessment system. The invention provides a method and  
apparatus for storing a sequence of intercepted packets  
associated with a call, each packet containing speech  
data, and an indication of a transmission time of said  
10 packet; storing with each intercepted packet an indication  
of an intercept time of said packet; extracting a set of  
parameters from said sequence of packets; and generating  
an estimated mean opinion score in dependence upon said  
set of parameters; wherein the extracting step comprises  
15 the sub steps of: generating a jitter parameter for each  
of a sequence of stored packets in dependence upon the  
difference between the transmission time of a stored  
packet and the transmission time of a preceding stored  
packet of the sequence; and the difference between the  
20 intercept time of said stored packet and the intercept  
time of said preceding packet; and generating a  
consecutive positive jitter parameter for said stored  
packet in dependence upon the polarity of said jitter  
parameter for said stored packet and the polarity of said  
jitter parameter for any preceding stored packets.

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Figure 4.